NORTEL COMPANION

C3050 REV2 Portable Telephone (PCI)

User Guide

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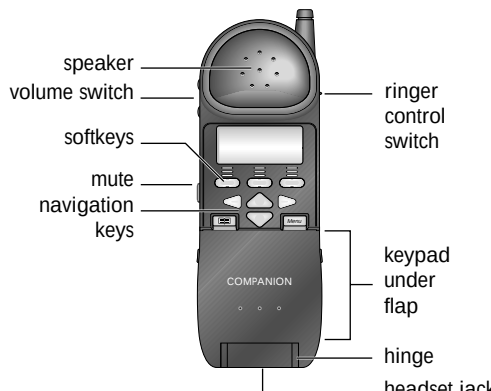
Getting started

Before you use your portable for the first time, see “Safety information” on page 32. You should also charge its battery pack overnight in the rear charger slot (see “All about batteries and recharging” on page 28).

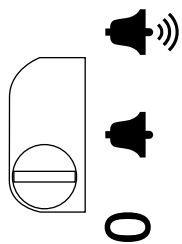
The parts of your portable



Note: The three buttons directly below your portable's display are called softkeys. Their labels appear on the display with an underline above the button to which they are assigned. A softkey label is shown like this in this user guide: REDIAL.

Setting your portable to ring

To set your portable to one of the three ringing options, select the top (), middle (), or bottom (0) position of the control switch.



top: portable on, rings normally

middle: portable on, rings once or not at all

bottom: no incoming calls, but outgoing calls can be made if the flap is open

Answering a call

If the flap is already open, press ANSWER or . If the flap is closed, open it. If the flap is closed and the headset is connected, press ANSWER. If Flap Closed operation is turned on, press ANSWER or open the flap.

Accessing features during a call

To access the menu while on a call, press Menu, then select the appropriate softkey.

Making a call

Dial the telephone number directly or:

- dial from your directory (see “Using your personal directory” on page 8)
- predial (see “Customizing your portable” on page 14)
- press a customized softkey (see “Customizing softkeys” on page 23)

Ending a call

If the flap is open, close the flap or press . If you are using the headset, press END. If Flap Closed operation is turned on, press END.

Portable Icons

, , , Battery strength indicators (strong to very weak)

, , Radio signal strength indicator (strong to very weak)

	Vibrator indicator
	Mute button
	End button
	Line button
Menu	Menu button
	Telephone directory button
System	System button

Making two calls in a row

Leave the flap open, press NEXT after your first call. The portable maintains its radio connection for another call.

Keeping your connection

To maintain your call, stay in the radio coverage area. If you have problems with your connection, retrace your steps. The signal strength icon indicates if the signal is becoming stronger or weaker.

Muting a call

To prevent your caller from hearing you, press on the left side of the portable. The display shows Microphone muted and then in flashes. To end muting, press again.

Redialing last number

Your portable is set up so that you can redial the last number you dialed by pressing REDIAL when it appears.

Dialing the last caller

You can view the names of the last two callers when LAST appears on the display. Press LAST and △ or ▽ to view the names. Press ▷ to view the number. Press DIAL to call the number or ERASE to delete the number. To add the name to the Directory, press SAVE.

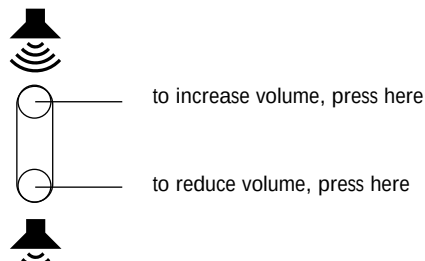
Adjusting the speaker volume

While on a call, use the volume control to adjust the volume of the other party's voice.

Note: In a noisy environment, it's a good idea to use the portable with a headset (see "Using your headset" on page 12).

Adjusting the ringing volume

When the phone is ringing you can adjust the ringing volume with the volume switch. The ringing volume can only be adjusted when the control switch is in the top (🔔) position. When the phone is not ringing, use the Menu to access the volume adjustment levels.



Using more than one system

You can use your portable with up to six Companion systems. For example, if you work at two locations, it's possible to register your C3050 at both locations, even though they use separate systems. When you open the flap, the display shows the name of the currently selected system. To change systems, press System, ▽ or △, SELECT.

Note: If your portable has not been registered, the display shows No systems selected when you open the flap. If you wish to register to more systems or are having trouble with your registration, call the contact for your system.

Flap closed operation

You can make and receive calls with the portable's flap closed. To enable Flap closed operation, press Menu, then ▽ or △, and select Flap Closed:On.

When an incoming call rings on the portable, press ANSWER. To terminate a call, press END.

Using your personal directory

Your portable has an alphabetical directory that allows you to store up to 50 entries for telephone numbers, feature codes, or both.

Moving through the directory

Once you have stored directory entries, you can move through them quickly by pressing the first letter of the entry you want. For example to look at listings under D, press [MENU], then [3 DEF]; to enter E, press [MENU], then [3 DEF] [3 DEF]. If there is more than one entry under a letter, press [▽] to keep looking.

Note: Use [1] to choose special characters such as ,, . and &.

Storing directory entries

1. Press [MENU], ADD.
2. Enter the telephone number or feature code, then press SAVE. (See the applicable *Using your C3050 Portable* feature reference card for more information about feature codes.)

3. Enter the first letter of the name by pressing the button that has the letter you want. For example to enter A, press [2ABC]; to enter B, press [2ABC][2ABC].
4. Enter the rest of the letters as shown in step 3. Use ▷ to move the cursor forward if the next letter you want is on the same button, or select SPACE to insert a space.
5. When the name is complete, press SAVE.

Hint: If you want an entry to appear at the start of your directory, make its first character a space using ▷ .

Editing directory entries

1. Press [📖], then △ or ▽ (or the first letter of the entry you want) until you reach the entry you want to change. Directory entries are in alphabetical order.
2. To edit the entry's name press EDIT, then edit the name.
3. Press SAVE.
4. To edit the entry's number press ▷ , then press EDIT.
5. Press SAVE, [☎].

Deleting an entry

1. Press , then or .
2. Press ERASE. The display will ask Erase item?
3. Press OK. The display will show Item erased. (Select CANCEL if you do not want to erase the entry.)
4. Press or .

Dialing from the directory

Press , or , DIAL.

Pause and link signal

When adding a directory item or customizing a softkey, you may need to insert a pause or a link signal. LINK appears when you are on a call to enable features such as Transfer and Conference.

To insert a pause when you are predialing a number or storing it in your directory, press Menu and select Pause. The display shows P.

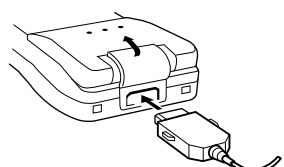
To insert a link signal, press Menu and select Link signal. The display shows L. (Refer to *Using your C3050 Portable* feature reference card for information on using this feature).

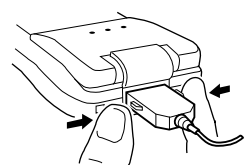
Using your headset

Using one of the optional headsets frees both hands for other tasks. With the handset flap closed and the ringer control switch at the or position, you can answer calls and make calls from your directory or by using your customized softkeys.

Hint: Using the portable with the C3050 holster protects it from falls. Using the holster with the headset also allows you complete freedom of movement while you are on a call.

Connecting and disconnecting the headset





Note: If you disconnect the headset from the portable during a conversation, you have five seconds until you lose the connection. To continue the conversation, either open the flap or plug in the headset.

Using your portable with the headset

To answer a call, press ANSWER. To end a call, press END.

Note: If you wear a hearing aid, you should use the C3002 headset.

Note: In particularly noisy environments you should use the C3002 headset.

Customizing your portable

Hint: Whenever you are searching through a list, you can press the first letter of the feature, directory, or system entry you want. If there is more than one entry under a letter, press ▽ to keep looking.

To customize your portable, use the **Menu**, which contains a number of features in alphabetical order.

Moving through the Menu

To search through the available options on the **Menu** press Menu, △ or ▽. Some of these features are available while you are on a call.

Note: The portable displays options in several different ways. Whenever the display shows a heading followed by a colon, as in **Vibrator: On**, you can select the underlined softkey, **OFF** in this case, to switch to the other option.
Whenever the display shows a heading followed by >, as in **Language>**, press ▷ to enter a menu of options which you can then move through by pressing ▽ or △.

Discrete Ring

If you want your portable to ring once, press Menu, △ or ▽, Discrt.ring: ON, ☎. Set the ringer control switch to the middle (🔔) position.

To prevent your portable from ringing, set the ringer control switch to the middle (🔔) position and press Menu, △ or ▽, Discrt.ring: OFF, ☎.

Hint: To stop the ringing or vibrating during an incoming call press ⏻.

Key Click

With Key click turned on, you hear a short beep each time you press a button.

Keypad Light

Your portable's keypad and display have a light that is helpful in low-light conditions. You can extend the life of your batteries by leaving the keypad light off when you don't need it.

Press Menu, △ or ▽, select Keypad light, and select ON or OFF as needed.

Key protect

Press Menu, △ or ▽, select Key-protect, and select ON or OFF . When Key-protect is turned on, press START to activate softkeys or buttons on the portable.

Hint: If you are using a headset or flap closed operation is turned on, you may want to turn Key-protect on.

Language

Press Menu, select Language, press ▷ , then △ or ▽ to move between the In English and En français selections. Press SELCT or SÉL, to select your choice.

Predialing

To check that a number is correct before you dial, set up your portable for predialing. Press Menu, △ or ▽, choose Line selct and select MANUAL, ☎.

Enter the telephone number, which may be edited using BKSP, then press ✆ to dial your call or SAVE to store it in your directory.

Note: You can insert a pause or a link into a predial sequence (see “Pause and link signal” on page 10).

Choosing distinctive ringing

1. Press Menu, △ or ▽.
2. Select Ring types.
3. Press ▷ , △ or ▽ (to hear samples).
4. Press SELECT to choose a new ring type, ☎.

Setting the ringing volume

1. Press Menu, △ or ▽.
2. Select Ringer volume.
3. Press ▷ , △ or ▽, (to hear samples).
4. Press SELECT to choose a new ring volume, ☎.

Setting the portable to vibrate and ring

1. Press Menu, △ or ▽.
2. Select Vibrator: ON. (The display shows ⩓, and the portable vibrates briefly.)
3. Set the ringer control switch to the top (🔔) position, or to the middle (🔔) position with Discrt ring turned on.

Setting the portable to vibrate only

1. Press Menu, △ or ▽.
2. Select Vibrator: ON. (The display shows 〰, and the portable vibrates briefly.)

And to keep your portable from ringing:

3. Press △ or ▽, select Discrt.ring: OFF, press ☎.
4. Set the ringer control switch to the middle (🔔) position.

Extra features

System features

If your system supports features such as Call Forward or Call Transfer, you can customize your directory to include them (see “Storing directory entries” on page 8, “Customizing softkeys” on page 23, and *Using Your C3050 Portable* feature reference card, or you can call your contact).

Long tones

To select long tones press Menu, △ or ▽, Long tones: ON, ☎.

You may need long tones to respond to electronic banking services and telephone answering machines. This way you can send a tone that lasts until you take your finger off the button (up to 3 seconds).

Note: Not all systems support this feature. Call your contact.

Message waiting

Some systems allow your portable to display Message waiting if you have a voice mail message.

Even if your system does not support Message Waiting indication, you can set up your portable to dial directly into your voice mailbox. See “Message Service”.

Message Service

By first storing a message service code, you can access the voice mail system by pressing MAIL. Press PLAY to listen to the message and NEXT to move on to the next message. Press PREV to listen to the previous message. Press CALL to dial the number. Press DEL to delete the message. Press END to exit your message service.

Note: If you press CALL, and you want to use your active softkeys, press EXIT.

Depending on your voice mail system, you may be required to change the dial codes. Dial codes are the numbers used to access voice mail system features. For example, the default dial code 76 deletes a message. If your voice mail system is Meridian Mail, you do not have to change the dial codes. If you change your message service code, you will have to change the dial codes as required.

To store your message service code

1. Press Menu, △ or ▽.
2. Select Msg service #, CODE.
3. Enter _____ (your voice mail service access number) and insert one or more pauses as required (see “Pause and link signal” on page 10).
4. Enter _____ (your voice mailbox number and password) and press SAVE.

Note: Your voice mail system may require you to press # after you enter your mailbox number or password.

5. The display shows Dialcodes?

Note: Dialcodes? is only displayed after you first store the message service code. If you erase your message service code, you will have to go through dial codes again and change as required.

Hint: For most Meridian Voice Mail systems, select DEFAULT. For Norstar Companion systems that support integrated voice mail, select NO. On some Norstar Companion systems, message service may work differently, see your system contact for assistance.

6. Press EDIT to change the default dial codes. Press DEFAULT when you do not want to change the dial codes. Press NO when you are not using dial codes.

7. Go through the dial codes and change the values for your voice mail system, if required.

Customizing softkeys

For direct, one-touch access to frequently used features or frequently called numbers, use your softkeys.

Your customized idle softkeys are available when the portable is not in use. You can also customize an active softkey that is available while you are on a call.

The default idle softkeys are REDIAL, MAIL and LAST. Message Service must be programmed for the MAIL softkey. The default active softkey is NEXT. The active softkey is on the left of the display.

To assign a feature, a directory number, or a system selection to a softkey

1. Press Menu, △ or ▽, and select Program softkeys.
2. Press ▷, then △ or ▽ and select Idle softkeys or Active softkey, then press SELCT.
3. If you select Idle softkeys, press 1, 2, or 3.
4. Select the list item you want as your softkey.

5. If you want to add a feature to your softkey, press Menu. If you want to add an entry from your directory, press 📖. If you would like to add a system selection, press System.

6. Press △ or ▽ to move to the desired entry, then press SELECT.

7. Label your softkey with up to four characters by pressing the button that has the letter you want. For example to enter A, press 2ABC; to enter B, press 2ABC 2ABC.

8. Press SAVE, ☎.

Note: Only entries from the menu, a directory list, or a system list can be added to a softkey (see “Using your personal directory” on page 8, “Using more than one system” on page 6, and “Customizing your portable” on page 14).

Note: If a directory entry is changed, you will have to re-assign your softkey to reflect the new directory entry.

Administration features

Features such as Feature request and Portable Info are only useful for your system contact.

Making your portable secure

When your portable is not in use, you can lock its dialpad with your personal identification number (PIN). When the portable is locked, the display shows .

Entering a PIN for the first time

1. Press Menu, △ or ▽, Security: PIN, (enter a 1- to 6-digit PIN).
2. Press DONE, (enter new PIN again), DONE.

Changing a PIN

1. Press Menu, △ or ▽, Security: PIN, (enter old PIN).
2. Press DONE, (enter a 1- to 6-digit PIN).
3. Press DONE, (enter new PIN again), DONE, .

Locking your portable

Press Menu, △ or ▽, select Security: ON, (enter PIN), DONE. (The display shows .)

Unlocking your portable

Press Menu, △ or ▽, select Security: OFF, (enter PIN), DONE.

Note: If you lose or forget your PIN and your portable is locked, enter the master PIN supplied with your portable. Be careful when you enter the master PIN. The display asks if you want to Clear everything. If you want to keep all of your settings, select NO. The PIN previously stored will be cleared.

Warning: If you select YES, all of your directory entries, your system registrations, and customized softkeys are cleared.

Put your master PIN label here or store it in a safe place.

All about batteries and recharging

Important battery information

Before using your rechargeable battery pack for the first time, it must be charged in the rear charger slot for at least 8 hours. This is necessary to ensure full battery life.

Your portable needs a rechargeable battery pack. Battery level is shown by the symbol on the top right of the display. If the batteries are very low, the display flashes and you hear warning beeps. Your programming will not be lost if you replace your batteries.

Charge rechargeable battery packs in the C3050 Charger or the C3050 HiCapacity Charger. The C3050 Charger will quick charge your portable in the front slot in 2.5 hours, or slow charge a battery pack in the rear slot in 8 hours.

The C3050 HiCapacity Charger charges your portable battery pack in 2.5 hours or less, or a battery pack in the rear slot in about 8 hours.

Installing battery packs

Hook the hinges of the battery pack into the slots at the bottom of your portable, and push the pack and the portable together until the pack clicks shut.

Preparing the charger

Connect the ac adaptor plug of the power cable to the rear of the charger, then attach the ac adaptor to a power source.

Note: When charging your portable overnight, slide the ringer control switch to the bottom (0) position to extend the life of the batteries.

Recharging the portable and spare pack

1. Place your portable (containing a rechargeable battery pack) on the charger. The right-hand light indicator turns red while charging and green when the portable pack is recharged.
2. Insert a spare rechargeable battery pack into the smaller rear charger slot. The left-hand light indicator turns red when charging and green when the spare pack is recharged.

Note: The spare rechargeable battery pack and the portable can be recharged at the same time.

Hint: In high usage environments it is a good idea to have a spare battery pack. Alternating the spare battery pack between charges will prolong battery life.

AAA batteries

You can also use an optional AAA battery holder with your portable. Insert the batteries into the battery holder.

Note: Commercially available AAA NiCd batteries cannot be charged in the C3050 HiCapacity Charger.

Accessories for your portable

There are a number of C3050 accessories available from your Nortel distributor.

- C3001 Ear Bud Headset
  a small and lightweight ear-bud type headset
- C3002 Over-the-head Headset
  a full over-the-head band for extra stability and hold with a single earpiece.
- C3050 Clip-on Holster
  a custom-designed holster with an adjustable belt clip.
- C3050 Leather Glove
  a leather glove that holds the portable with a plastic panel covering the keypad and display
- C3050 Rugged Protector
  a rubber protective case with a built-in rigid black plastic belt clip.

For more information, visit the Companion homepage at
http://www.nortel.com/companion

Safety information

Electromagnetic energy safety

Hazardous conditions may arise if the portable telephone is operated near construction blasting caps or near emergency service radio receivers.

Do not use this portable telephone in locations bearing warning signs that caution against radio transmission.

For hospital use, the manufacturer recommends that standard acceptance procedures are followed before this equipment is used in the proximity of life-support systems.

Battery safety

Do not replace batteries in a hazardous environment (where sparks are considered dangerous, or where there are flammable gases, flammable liquids, dust, or flammable fumes).

Do not attempt to charge alkaline batteries.

Do not discard batteries in a fire. Batteries may explode when subjected to extremely high temperatures.

Charge the battery pack provided with the portable only in accordance with the instructions specified in this manual.

Do not short circuit batteries. Batteries may explode when short circuited.

Antenna safety

The C3050 portable telephone emits low levels of radio energy. Although any risk associated with this energy is minimal, you can further minimize your exposure by not touching the antenna to the face or eyes while the portable telephone is turned on.

Charger safety

The C3050 charger adaptor is an electrical device containing hazardous voltages. *Do not* open the adaptor or the charger.

Care when using earpiece

Do not place the earpiece next to your ear if a foreign object has become attached to it.

Note for pacemaker users

Although the risk of interference is minimal, pacemaker users *should not* store the C3050 portable in a pocket next to the pacemaker.

Note for hearing aid users

Use of the portable telephone may produce an audible tone within a hearing aid. The C3002 headset can be used with hearing aids and will prevent the occurrence of the audible tone.

Technical specifications

Voltage	3.6 V rechargeable batteries 4.5 V (total voltage rating), three AAA alkaline batteries
Frequency band	1.920 to 1.930 GHz
Total channel capacity	99
Operating temperature	14°F to 104°F
RF output power	32 mW ERP maximum

Regulatory compliance

PCI CAI:FCC Etiquette

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

1). This device may not cause harmful interference, and

2). This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications applied to the portable telephone not expressly approved by Nortel could void the user's authority to operate the equipment.

Privacy

This portable telephone uses digital encoding to protect the speech transmission.

Caring for your portable

Temperature extremes

Avoid subjecting the portable telephone to extremes in temperature.

Care and maintenance

Clean the portable telephone by wiping it with a damp cloth. *Do not* use solvents or polishes. If your portable telephone does not work, check all charging contacts on the portable and the charger for dirt, grease, or other material. If necessary, clean them with a soft dry cloth.

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